APC
Legendary Reliability™

APC Global Services

2000

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Basic Service and Support Information

3-Phase UPS Systems Warranty	Description
Silcon® Factory Warranty	Worldwide: 1 year parts and on-site labor. Labor response time is best endeavor and travel/expenses are not included. Spare parts for Silcon UPS systems are guaranteed for 10 years. ***NOTE: An APC Start-UP Service must be performed by APC Authorized service personnel or this on-site factory warranty (on-site labor) will be void, parts only will be covered.***
Silcon® Battery Factory Warranty	10kVA-40kVA Internal Batteries - Covered under the Silcon Factory Warranty.
External Battery/Battery Cabinet Warranty	Coverage of any external batteries or battery cabinets will be priced via the External Battery Maintenance Program. Approved battery vendors for APC include Johnson Controls, Power Battery, C&D, Yuasa Exide, Chloride and Panasonic.

Power Array™ Systems Warranty	Description
Symmetra® Power Array™ Factory Warranty	North America: 2 years replacement parts only. Europe, Middle East, Africa/Latin America: 1 year replacement parts only. Asia, Australia, Japan, Pacific Asia: 1 year replacement parts only. APC's Start-Up Service is included in the purchase price of the unit. ***NOTE: It is only necessary to purchase warranties for Power Modules and Battery Modules if they are purchased as extra. If they are in the Symmetra frame, the customer needs only to cover the frame.***

Single-Phase UPS Systems Warranty	Description
Matrix-UPS® Factory Warranty	Worldwide: 2 year replacement parts only.
Smart-UPS® Factory Warranty	Worldwide: 2 years unit swap or battery replacement. Europe, Middle East, Africa/Latin America: 2 years unit swap or battery replacement. ****SUDP special warranty applies. See Users Manual.***
Back-UPS® Factory Warranty	Worldwide: 2 years unit swap or battery replacement.

Important points:

1) Full APC guarantee on product as defined above.

2) All Services are non-refundable.

3) Business hours are defined as Monday through Friday, 9am to 5pm, local time.

4) See the Product Type Identification Table on the back of this booklet for part numbers and pricing.

5) Allow two weeks for the scheduling of APC proactive services.

6) Easy Access Delivery is defined as any delivery under $1,000 (US) dollars.

7) To contact APC Global Services, please call 800 800 4APC or visit our website at *www.apcc.com*, or e-mail us at *globalservices.apcc.com*

Ordering Process:

1) Fill out the registration/order form on page 23 or visit *www.apcc.com/support* to complete on-line. Record model numbers, quantities and serial numbers.

2) For pricing,.visit *www.apcc.com/support* or contact APC Global Services at 800 800 4APC.

3) Submit form to APC with payment. Payment may be made in the form of credit card, check or money order.

4) Upon receipt of the Service Registration form with payment from the customer, APC will register the customer and product for the service contract.

5) APC will provide the customer with a Service Entitlement Certificate along with the terms and conditions of the agreement. Customer should retain this certificate as evidence of their Service Product.

Discounts:

1) Multiple Start-Ups or Preventative Maintenance Contracts, or any service contract with Start-Up bundled within, purchased on the same order where service can be performed on the same day, qualify for a 20% discount. Contact APC Global Services for assistance at 800 800 4APC or visit our website at *www.apcc.com/support.*

2) Multiple year contracts sold on Silcon UPS products qualify for a 20% discount. Contact APC Global Services for assistance at 800 800 4APC or visit our website at *www.apcc.com/support.*

Standard In-Warranty Service

In-warranty service programs cover problems as defined in the users manual of installation and operation. For in-warranty service, customers have several options. Please refer to the owners manual of your product for individual length of warranty.

Who should use the Standard In-Warranty Service?

Customers who require service during the defined factory warranty period of operation should use in-warranty service.

How does the Standard In-Warranty Service work?

Defective products may be returned to APC by the customer for replacement or repair during the standard warranty period. Defective products will be replaced or repaired and returned to the customer. Customers who must have original units back rather than replacement units due to assigned asset tags and set depreciation schedules must declare such a need at first contact with APC. It will be APC's standard practice to issue factory reconditioned replacement units in exchange for original units. The warranty on reconditioned units delivered for in-warranty service is 90 days or the remainder of the original warranty period, whichever is longer. Repaired units carry the balance of their original warranty period.

Benefits of the Standard In-Warranty Service

For problems found within 30 days of operation, APC will replace defective units with new units and pay all associated shipping charges. For defects found after 30 days, standard service offers quick turnaround time by sending a replacement unit or, if requested, repair of the customer's original UPS system. For companies assigning as set tags and depreciation schedules to specific pieces of equipment, getting the original unit back rather than a replacement may be important.

Defect found within 30 days:

What must the customer do?

1. Call APC Customer Service at 800 800 4APC or visit *www.apcc.com/support* and obtain RMA (Returned Material Authorization) number.
2. Pack the defective product in its original packaging or packaging from the APC supplied replacement unit. Enclose a brief explanation of the problem.
3. Mark the RMA number clearly on the box.
4. Ship the product to APC at APC's expense.

What will APC do?

1. APC will provide, free of charge to the customer, a new replacement product. All shipping charges will be paid by APC.
2. APC will issue a call tag, a prepaid shipping order from an APC designated shipping company, for defective product. The shipping company will deliver defective product to APC.
3. APC will issue an RMA (Returned Material Authorization) number to the customer.
4. APC will cross-ship replacement product to the customer before receiving defective product.
5. If packaging materials are required, APC will ship new packing materials along with the replacement product.

Defect found after 30 days and within the initial warranty period: (as defined by the User's' Manual)

What must the customer do?

1. Call APC Customer Service at 800 800 4APC or visit *www.apcc.com/support* and obtain RMA (Returned Material Authorization) number.
2. Pack the defective product in its original packaging (or call APC for packaging materials if original ones discarded). Enclose a brief explanation of the problem.
3. Mark the RMA number clearly on the box.
4. Ship the product to APC. One-way shipping charges to APC will be paid by customer.

What will APC do?

1. A Customer Service Representative will issue an RMA number for the defective product.
2. APC will determine whether customer needs packaging materials and send them to the customer if necessary.
3. Upon receipt of the product, APC will test product to ensure product is defective.
4. If product is defective, APC will replace or repair product at no charge to customer. The average turn-around time for defective products returned to APC for replacement or repair is five to ten working days.
5. APC will pay shipping charges to return the replacement or repaired product to the customer.

If product is not found to be defective and customer has repeatedly returned units with no defects, APC reserves the right to charge the customer $100 per unit plus return shipping charges and original unit inbound shipping charges. If equipment has been damaged by accident, negligence, or mis-application, APC will notify the customer and calculate an appropriate charge to repair or replace the product.

Cross-Ship Option

Who should use the Cross-Ship Option?

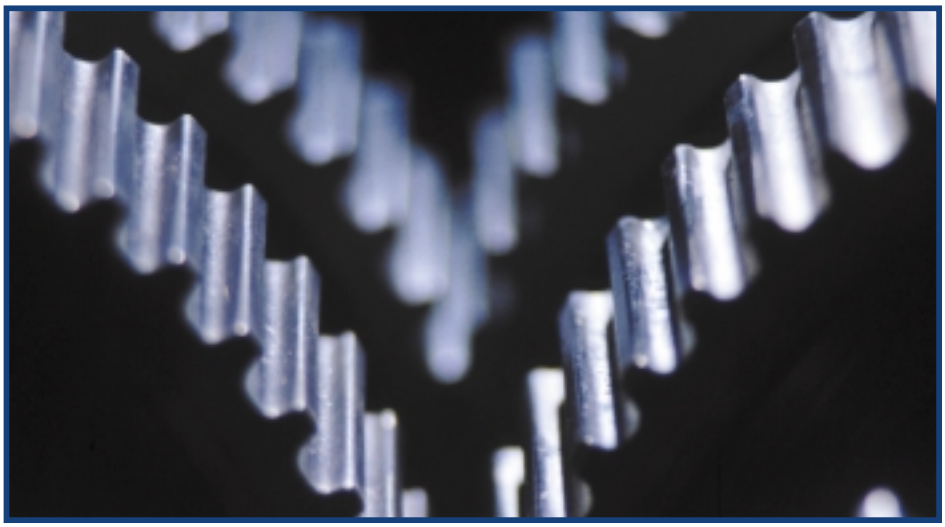
Customers who want faster service on their UPS system and who do not need their original UPS back from repair should elect the cross-ship option.

How does the Cross-Ship Option work?

Under this in-warranty service option, APC will ship a factory reconditioned replacement unit to the customer before receiving defective product back from the customer. Customers must furnish credit card number or purchase order so that APC is assured return of original unit. This replacement becomes the customer's UPS; APC does not return the original unit to the customer. The warranty on reconditioned units delivered for in-warranty service is 90 days or the remainder of the original warranty period, whichever is longer. Repaired units carry the balance of their original warranty period.

Benefits of the Cross-Ship Option

The Cross-Ship option allows APC to send out a replacement UPS before receiving the defective UPS back from the customer. Customers then receive a solution to their problem faster than through standard warranty service.



Next Day Cross-Ship Option

This option is similar to the standard Cross-Ship option, however, reconditioned units are sent to customers via overnight shipment. Customers who call by 12:00 pm E.S.T. will receive their replacement unit the next business day. Customers calling after 12:00 pm E.S.T. will receive their units in two business days. There is an additional shipping charge for this option, which varies by model.

Notes on Cross-Ship Options and Reconditioned Units

The serial number of the reconditioned replacement unit will not be the same as the serial number of the original unit. The warranty on reconditioned units delivered for in-warranty service is 90 days or the remainder of the original warranty period, whichever is longer.

What must the customer do?

1. Call APC Customer Service at 800 800 4APC or visit *www.apcc.com/support* and obtain RMA (Returned Material Authorization) number.
2. Pack the defective product in its original packaging (or call APC for packaging materials if original ones discarded). Enclose a brief explanation of the problem.
3. Mark the RMA number clearly on the box.
4. Ship the product to APC. One-way shipping charges to APC will be paid by customer.
5. Furnish credit card number or purchase order number (for those customers with credit terms) to APC to participate in Cross-Ship option.

If defective product is not returned to APC within 30 days, customer will be charged full list price of replacement unit plus shipping charges.

What will APC do?

1. APC will issue customer an RMA number.
2. APC will take customer credit card number or purchase order number and send replacement unit to the customer.
3. If necessary, APC will send packaging materials to the customer for return of the original unit.
4. APC will pay for shipping charges to send the reconditioned unit to the customer.

Out-of-Warranty Service

Out-of-warranty service programs address situations after the expiration of the unit's factory warranty, as stated in the user's manual. For out-of-warranty service, customers have several options. Please refer to the owners manual of your product for individual length of warranty.

Standard Out-of-Warranty Service

Who should use Standard Out-of-Warranty Service?

Customers who require service after the standard factory warranty period.

How does Standard Out-of-Warranty Service work?

For a fixed fee, product which has failed outside the warranty period may be returned to APC by the customer for replacement or repair. The failed unit will be replaced with a factory reconditioned unit or repaired and returned to the customer. The customer pays shipping both ways. Customers who must have original units back rather than replacement units due to assigned asset tags and set depreciation schedules must declare such a need at first contact with APC. It will be APC's standard practice to issue factory reconditioned replacement units in exchange for original units.

Benefits of Standard Out-of-Warranty Service

Standard service offers quick turnaround time by sending a replacement unit or, if requested, repair of the customer's original UPS system. For companies assigning asset tags and depreciation schedules to specific pieces of equipment, the option of getting the original unit back rather than a replacement may be important.

What must the customer do?

1. Call APC Customer Service at 800 800 4APC or visit *www.apcc.com/support* and obtain RMA (Returned Material Authorization) number.
2. Pack the failed product in its original packaging (or call APC for packaging materials if original ones discarded). Enclose a brief explanation of the problem and payment for the fixed repair fee plus return shipping. Customers wishing to pay by credit card may furnish card information to the APC Customer Service Representative when calling for an RMA number. Customers with credit terms may also use a purchase order.
3. Mark the RMA number clearly on the box.
4. Ship the product to APC. Shipping charges to and from APC will be paid by customer.

What will APC do?

1. A Customer Service Representative will issue an RMA number for the failed product.
2. If necessary, APC will send packaging materials to the customer for return of the unit.
3. Upon receipt of the product, APC will test product to ensure product is failed.
4. If product is failed, APC will repair or replace product and charge to customer. The average turn-around time for failed products returned to APC for repair is five to ten working days.

If product has been damaged by accident, negligence, or mis-application or has been altered or modified in any way, APC will notify the customer and calculate an appropriate charge to repair or replace the equipment. Return shipping charges will be paid by the customer.

Cross-Ship Option

Who should use the Cross-Ship Option?

Customers who want faster service on their UPS system and who do not need their original UPS back from repair should elect the Cross-Ship option.

How does the Cross-Ship Option work?

Under this out-of-warranty service option, APC will ship a factory reconditioned replacement unit to the customer before receiving failed product back from the customer. APC charges credit card or purchase order (for customers with credit terms) standard out-of-warranty repair fees. APC retains customer's credit card number or purchase order number to ensure return of the used or failed units. The warranty period for the reconditioned unit is 90 days.

Benefits of the Cross-Ship Option

The Cross-Ship option allows APC to send out a replacement UPS before receiving the failed UPS back from the customer. Customers then receive a solution to their problem faster than through standard out-of-warranty service.

Next Day Cross-Ship Option

This option is similar to the standard Cross-Ship option, however, reconditioned units are sent to customers via overnight shipment. Customers who call by 12:00 pm E.S.T. will receive their replacement unit the next business day. Customers calling after 12:00 pm E.S.T. will receive their units in two business days. There is an additional shipping charge applied for this option, which varies by model.

What must the customer do?

1. Call APC Customer Service at 800 800 4APC or visit *www.apcc.com/support* and obtain RMA (Returned Material Authorization) number.
2. Pack the defective product in its original packaging (or call APC for packaging materials if original ones discarded). Enclose a brief explanation of the problem.
3. Mark the RMA number clearly on the box.
4. Ship the product to APC. All shipping charges will be paid by customer.
5. Furnish credit card number or purchase order number (for those customers with credit terms) to APC to participate in Cross-Ship option.

If failed product is not returned to APC within 30 days, customer will be charged an additional amount equal to full list price of replacement unit plus shipping charges and for payment of out-of-warranty fees.

What will APC do?

1. APC will issue customer an RMA number.
2. APC will take customer credit card number or purchase order number, charge the proper amount, and send replacement unit to the customer.
3. If necessary, APC will send packaging materials to the customer for return of the original unit.

Trade-UPS™ Program

Trade-UPS is designed as a cost effective program for customers who want to continually upgrade to new systems or new technologies offered by the APC UPS product line. Customers who want new units with full warranties rather than having units repaired or swapped for reconditioned units should use Trade-UPS.

How does the Trade-UPS program work?

Under this program, customers may trade in old APC (or other vendors') units for new APC units. APC sends new units to the customer. When units arrive, the customer sends old APC or other vendors' UPS systems to APC. APC retains a credit card or purchase order number to ensure return of original units. APC will pay for the return shipment of your expired unit (up to 150 lbs.).

Products eligible for trade

Only UPS systems as designated by industry definitions and guidelines will be deemed eligible for trade-in under the Trade-UPS program. Customers are eligible to trade-up to twice the existing VA size of the expired unit. Acceptable products include on-line, off-line, and line-interactive UPS. Also products categorized as SPS or IPS are eligible.

Benefits to Customer:

- New UPS and battery.
- New technology.
- New initial warranty period.
- Credit for old UPS towards new purchase.
- Work with your preferred reseller.
- APC pays for shipment of the expired UPS back to APC (up to 150 lbs.).

NOTE: *There is no limit to the number of UPS systems traded.*

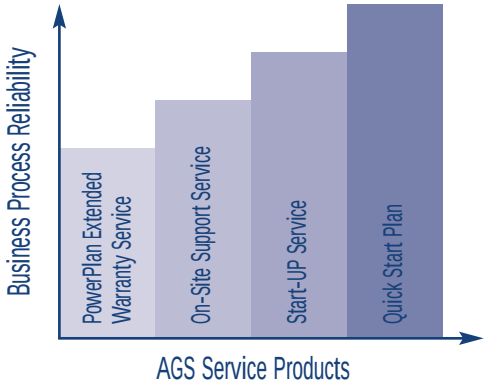
What must the customer do?

1. Call APC Customer Service at 800 800 4APC or visit *www.apcc.com/trade-ups/trade-ups* and obtain RMA (Returned Material Authorization) number.
2. Furnish APC with credit card number or purchase order number (for customers with credit terms).
3. After receiving new units, use packaging materials from new units to pack the old APC or other vendor's product. You may also use original packaging materials.
4. Mark the RMA number clearly on the box.
5. Ship the product to APC for trade-in within 30 days of issuance of RMA number, otherwise customer will be charged the difference between list price and the Trade-UPS price for any UPS shipped. Shipping charges to and from APC will be paid by customer.
6. Include the name, address, and phone number of the end user customer with the units submitted for trade.

What will APC do?

1. An APC Customer Service Representative will issue the customer a RMA number for the old APC or other vendors' units to be traded.
2. After issuing a RMA number, APC will ship the proper number and type of new APC units ordered by the customer in trade before receiving the old UPS products.
3. If necessary, APC will send any additional packaging materials to the customer for return of the original unit(s).
4. APC will charge credit card or purchase order (for customers with credit terms) with the total amount including shipping charges.

Solutions for Single-Phase and Power Array™ Systems



PowerPlan Extended Warranty Service

This program extends the standard warranty (as defined in user manual) of your APC UPS or Power Array™ Systems by 1 to 3 years for a total coverage period of 3 to 5 years and adds 7 x 24 hour telephone support. The warranty also provides for Next Business Day Delivery at no charge should your unit fail. APC will pay for shipment of the UPS or Power Array™ System to and from the customer's site under this program. The PowerPlan Extended Warranty can be purchased anytime while the UPS is still within its original warranty period.

Benefits to Customer:

- Increased reliability for multiple years.
- Next business day guarantee of parts.
- Shipping to and from APC paid by APC.
- 24 hour with 1 hour maximum telephone technical support guaranteed.

Important Points

- Not available for Silcon UPS systems.
- Only parts are included in this service.
- 1 Year Extension Part Numbers: WXTDX1-T_ (See chart on the back of this booklet for proper sizing)
- 3 Year Extension Part Numbers: WXTDX3-T_ (See chart on the back of this booklet for proper sizing)

On-Site Support Service

This program extends the standard warranty (as defined in user manual) of your APC UPS or Power Array™ Systems by 1 to 3 years for a total coverage period of 3 to 5 years. The On-Site Support Service also provides for Next Business Day on site repair service should your unit fail. The On-Site Support Service can be purchased anytime while the UPS is still within its original warranty period.

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Increased reliability for multiple years.
- Next business day guarantee of parts and labor.
- 24 hour with 1 hour maximum telephone technical support guaranteed.

Important Points:

- Not available for Silcon UPS systems.
- Parts, labor and travel expenses are included in service.
- 1 Year Extension Part Numbers: WSVNDX1-T_ (See chart on the back of this booklet for proper sizing)
- 3 Year Extension Part Numbers: WSVNDX3-T_ (See chart on the back of this booklet for proper sizing)

Start-UP Service

APC's Start-UP Service provides customers with APC Authorized Personnel to ensure proper start-up of your UPS or Power Array™ system. APC will energize and check functionality of the system in all modes to ensure compliance with stated technical specifications. In all cases, the system must be electrically installed prior to the start-up. APC will guarantee that the system is operating according to APC standards and ensure that the full warranty will apply.

In the case of APC's single-phase UPS and Symmetra® Power Array™ product lines, an APC service personnel will:

- Verify wiring is correct.
- Conduct a visual inspection of both the unpacked frame and the input/output hard wiring performed by the licensed electrician (if required).
- Load units with battery modules and power modules (if applicable).
- Start up of the unit and perform a comprehensive diagnostic and self test.
- Train your support staff on the proper use of the unit.

In the case of APC's Silcon 3-phase product line, an APC service personnel will:

- Verify wiring is correct, note any discrepancies.
- Perform visual inspection of UPS equipment to ensure that all connections are properly fixed and tight.
- Verify that all power wires are terminated in correct location, using ohm meter and physical inspection.
- Verify proper operation of all internal functions.
- Verify that all electrical wiring complies with all local/national electrical codes and regulations.
- Verify bypass operational, static and manual.
- Verify proper internal battery string voltages.
- Verify proper regulation of output waveform, and integrity of all phases.
- Record all front panel reading and parameter stacks.
- Clean system.
- Start up of the unit and perform a comprehensive diagnostic and self test.
- Train your support staff on proper use of the unit.

Benefits to Customer:

- Assurance of proper installation.
- The UPS system will be performing to specifications by the end of the service.
- Assurance that full warranty will apply.
- Training of support staff on proper use.

Important Points:

- For 3-Phase environments, separate contracts must be purchased for external batteries.
- For Single-Phase or Power Array™ environments, separate contracts must be purchased extended run batteries. (XL, XR).
- APC Authorized Personnel will accomplish the Start-UP Service.
- For 3-Phase UPS systems, this service must be purchased or factory warranty becomes parts-only.
- UPS or Power Array systems must be already electrically installed and wired prior to Start-UP Service.
- Customer must purchase one contract per UPS.
- Allow for a two week lead time in service scheduling.
- Part Numbers: WISTL-T_
  (See chart on the back of this booklet for proper sizing)

Discounts:

- Customers who purchase this service for multiple units (or units with XL/XR frames) housed in the same location and can be serviced on the same day, qualify for a 20% discount.

Quick Start Plan

For customers demanding support of high availability solutions with limited resources, APC has designed the Quick Start Plan. This service package bundles the APC Start-Up Service with next business day on site repair. Quick Start will get your APC hardware up and running as well as provide you with an extension on the installed product's standard warranty by 1 or 3 years, with all years protected by next business day on-site repair service. All parts, batteries (internal only), labor, and travel expenses are included in this offering.This package includes:

- Start-UP Service.
- 1 or 3 year warranty extension with next business day on-site repair service including parts, internal batteries, labor and travel.
- 7 x 24 telephone technical support.

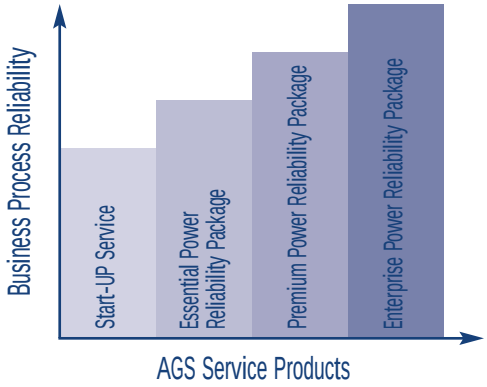
Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Cost of savings, turnkey solution.
- Increased reliability for multiple years.
- Next business day guarantee of parts and labor.
- Assurance of proper installation.
- Assurance that the UPS system will be performing to specifications by the end of the service.
- 24 hour with 1 hour maximum telephone technical support guaranteed.
- Training of support staff on proper use.

Important Points:

- Not recommended for Silcon UPS systems.
- Parts, labor and travel expenses are included with this service.
- Allow for a two week lead time in service scheduling.
- 1 Year Extension Part Numbers: WQSPX1-T_ (See chart on the back of this booklet for proper sizing)
- 3 Year Extension Part Numbers: WQSPX3-T_ (See chart on the back of this booklet for proper sizing)

Solutions for Three-Phase Systems



Power Reliability Packages:

First year entitlement for APC Silcon UPS Systems

Essential Power Reliability Package

This offering features a baseline maintenance package for APC's 3-phase UPS systems. This package includes Start-UP Service, one year warranty coverage of parts, batteries (internal only), labor, and travel expenses. It also provides next business day on-site repair service, an annual preventative maintenance visit, and 7 x 24 telephone technical support, with one hour telephone response time.

- Start-UP Service – business hours (page 9).
- Preventative Maintenance Visit – business hours (page 20).
- 1 year, next business day, on-site repair service including parts, internal batteries, labor and travel.
- 7 x 24 telephone technical support.

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Assurance of proper installation.
- Peace of mind about health of UPS system.
- Assurance that the UPS system will be performing to specifications by the end of the installation and annual visits.
- Security against unplanned outage of critical systems.
- Full status of all on-site activities delivered to customer.
- 24 hour support with 1 hour maximum telephone technical support guaranteed.
- Guarantee of next business day parts and labor.
- Training of support staff on proper use.
- Maximize uptime through preventative maintenance.

Important Points:

- Available for Silcon UPS systems only.
- Provides first year coverage on new UPS systems.
- Includes internal batteries; for external battery coverage, see External Battery Programs, page 16.
- Includes proactive parts replacement in years 3-5 if renewed annually with Annual Maintenance Program (see page 15).
- If off-hours scheduling or 4-hour response is needed, service upgrades are available (see page 17).
- Parts, labor and travel are included.
- Allow for a two week lead time in service scheduling.
- Part Numbers: WSSP1-T_ (See chart on the back of this booklet for proper sizing)

Discounts:

- Multiple units going to the same location that can be serviced on the same day qualify for a 20% discount on the Service Products.

Premium Power Reliability Package

This offering provides customers with a turnkey solution for critical computing environments. The package provides all of the benefits of the Essential Reliability Package plus Site Positioning Service for proper delivery and placement of your UPS into your environment, and Installation Consulting Services to provide guidance on the electrical wiring and installation of your system.

- Installation Consulting Service (page 19).
- Site Positioning Service (page 21).
- Start-UP Service – business hours (page 9).
- Preventative Maintenance Visit – business hours (page 20).
- 1 year, next business day, on-site repair service including parts, internal batteries, labor and travel.
- 7 x 24 telephone technical support.

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Assurance of proper installation.
- Peace of mind about health of UPS system.
- The UPS system will be performing to specifications by the end of the service.
- Optimal lifetime of the product.
- Security against unplanned outage of critical systems.
- Full status of all on-site activities delivered to customer.
- Assurance of proper positioning of unit in its environment.
- Guarantee of next day parts and labor.
- 24 hour support with 1 hour maximum telephone technical support guaranteed.
- Consultative installation support from APC throughout the installation.
- Assurance of correct product purchase and preparation.
- Training of support staff on proper use.
- Maximize uptime through preventative maintenance.

Important Points:

- Provides first year coverage on new UPS systems.
- Includes internal batteries; for external battery coverage, see External Battery Programs, page 16.
- Includes proactive parts replacement in years 3-5 if renewed annually with Annual Maintenance Program (see page 15).
- If off-hours scheduling or 4-hour response is needed, service upgrades are available (see page 17).
- Parts, labor and travel are included.
- Allow for a two week lead time in service scheduling.
- Part Numbers: WSSP2-T_
  (See chart on the back of this booklet for proper sizing)

Discounts:

- Multiple units going to the same location that can be serviced on the same day qualify for a 20% discount on the Service Products.

Enterprise Power Reliability Package – *North America Only*

This package features the highest level service and support available from APC. The Enterprise Reliability Package includes all of the features of the Premium Power Reliability Package plus an initial PowerAudit™, same day four hour response on-site repair service and a yearly PowerAudit review. This package is tailored for mission critical environments where maximum uptime is required. During the initial term of the warranty (first year), all parts, batteries (internal only), labor and travel expenses are included. Under this package, telephone technical support, Start-UP services and Preventative Maintenance services are provided on a 7 x 24 basis.

- PowerAudit® (page 18).
- Installation Consulting Service (page 19).
- Site Positioning Service (page 21).
- Start-UP Service – business hours (page 9).
- Preventative Maintenance Visit – business hours (page 20).
- PowerAudit® Yearly Review (page 19).

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Assurance of proper installation.
- Peace of mind about health of UPS system.
- The UPS system will be performing to specifications by the end of the service.
- Security against unplanned outage of critical systems.
- Full status of all on-site activities delivered to customer.
- Assurance of proper positioning of unit in its environment.
- Assurance of correct product purchase.
- Guarantee of optimal power protection.
- Increased availability of electrical infrastructure supporting networking environments.
- Confirmation of proper electrical infrastructure according to NEC, IEEE and TIA, EIA standards.
- Training of support staff on proper use.
- Maximize uptime through preventative maintenance.

Important Points:

- Provides first year coverage on new UPS systems.
- Includes internal batteries; for external battery coverage, see External Battery Programs, page 16.
- Multiple units going to the same location that can be serviced on the same day qualify for a 20% discount on the Service Products
- Includes proactive parts replacement in years 3-5 if renewed annually with Annual Maintenance Program (see page 15).
- If off-hours scheduling is needed, service upgrades are available (see page 17).
- Parts, labor and travel are included.
- Allow for a two week lead time in service scheduling.
- Part Numbers: WSSP3-T_ (See chart on the back of this booklet for proper sizing)

Discounts:

- Multiple units going to the same location that can be serviced on the same day qualify for a 20% discount on the Service Products.

Annual Maintenance Program

One year annual renewal Entitlement for APC Silcon UPS Systems. APC guarantees next day on-site repair service and delivery of spare parts for all APC 3-Phase Systems, a thorough annual inspection and test of the system. The service contract assures that your APC hardware solution is always in perfect condition to protect your critical applications against power failure. Contract coverage includes all parts, batteries (internal only), labor and travel.

- Must purchase a Power Reliability Package for initial year coverage.
- Preventative Maintenance Visit (page 20).
- 1 year, next business day, on-site repair service including parts, internal batteries, labor and travel.
- 24 hour support with 1 hour maximum telephone technical support guaranteed.

Benefits to Customer:

- Renewing the program annually allows customers to spread out costs over an extended time period.
- Peace of mind about health of UPS system.
- Assurance that the UPS system will be performing to specifications by the end of the annual service.
- Proactive maintenance to ensure that the UPS is running optimally.

Important Points:

- Provides coverage annually upon renewal for existing UPS systems.
- Includes internal batteries; for external battery coverage, see External Battery Programs, page 16.
- This program's price remains consistent from years 2 through 5, then changes from year 5 to 6, but then remains constant from year 6 and beyond. Call APC Global Services or visit *www.apcc.com/support* for details.
- Includes proactive parts replacement (including internal batteries) in years 3 to 5.
- Part Numbers:
  Years 2-5: WAMP-T_ • **Years 6+:** WAMPX-T_
  (See chart on the back of this booklet for proper sizing)

Discounts:

- Multiple years purchased upfront qualify for a 20% discount on the Service Products.

External Battery Services

External Battery Installation Service

APC's Battery Installation Services provides customers with APC Certified Personnel to ensure proper start-up of external batteries for APC 3-Phase UPS systems. APC will energize and check the functionality of the system in all modes to ensure compliance with stated technical specifications. This is a one time visit and is performed at the same time as the hardware electronic Start-UP Service. The service includes:

- REQUIREMENT: Must purchase Start-UP Service.
- Verify proper equipment on site.
- If free-standing, unpackage and put batteries inside battery cabinet, racks or position.
- Connect all battery interconnects and check open cell voltage of all batteries.
- DOES NOT include connection of battery to UPS if batteries are located in separate room.

External Battery Maintenance Program

APC will perform a once a year visual inspection of the external batteries in the 3-Phase system to ensure that they are performing to all technical and environmental specifications. In addition to these inspections, APC will ensure that the batteries are operating within all safety parameters. This service includes:

- REQUIREMENT: Must purchase a Preventative Maintenance Contract.
- Full proactive battery replacement of all external batteries before the end of year 5 (in years 3-5).
- 1 year, next business, day on-site repair service for external batteries, labor and travel are included.
- 1 Battery Maintenance Visit per year performed at the same time as the electronics unit's Preventative Maintenance Visit.

  The battery inspection will proceed according to the APC Inspection Procedures and include:

  - Removal of old batteries during replacement years.
  - Replacement of any batteries out of tolerance.
  - Visual inspection of setup.
  - Perform battery capacity test to verify proper runtime.
  - Test resistance of batteries (internal impedance).
  - Check battery terminal temperature.
  - Check AC voltage ripple.
  - Check AC current ripple.
  - Battery terminal torque.
  - Verify corrosion or acid leaks.
  - Clean system.
  - Requires purchase of Annual Maintenance Program.

Benefits to Customer:

- Maximum uptime due to proactive replacement.
- Longer lifetime of the UPS system.
- Proactive battery replacement between years 3 and 5.
- All inclusive costs.
- Extended battery life due to preventative maintenance.
- No additional charge uplifts in later years, all cost consistent year to year.

Important Points:

- Services are priced per string of 32 batteries or 64 batteries (depending on system).
- Approved APC battery vendors include: Johnson Controls, Power Battery, C&D, Yuasa Exide, Chloride, and Panasonic.
- Service for external batteries, only used with APC 3-Phase products.

Battery Type	Battery Installation Service	Battery Maintenance Program
1 String 64 (1-90 Ah) Batteries	WBIS-T7	WBMP-T7
1 String 64 (91-129 Ah) Batteries	WBIS-T8	WBMP-T8
1 String 64 (130-189 Ah) Batteries	WBIS-T9	WBMP-T9

Off-Hours Scheduling

Off-hours scheduling capabilities are available for Start-UP and Preventative Maintenance Programs to provide service on evenings and weekends. The standard service coverage is from 9am to 5pm local time, Monday through Friday, excluding Holidays.

Part Number: WUPA

7 x 24 Telephone Technical Support *Europe/Middle East/Africa only*

Customers can upgrade any service program to provide 7 x 24 technical support. The standard service coverage includes support from 9am to 5pm. If a system needs to run 24 hours per day, APC's 7 x 24 upgrade can provide this requirement.

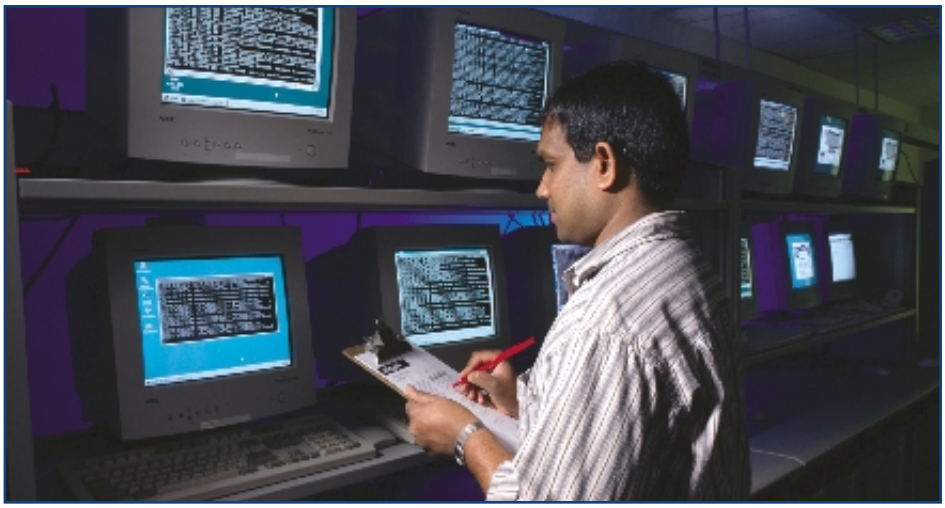
Part Number: WUPB

Same-Day, 4-Hour Service

For mission critical environments that require immediate response from a service call, this upgrade is available with APC 3-Phase Service Programs. APC's standard response time on 3-Phase service products is next business day. With this service, response time can be upgraded to have a technician on-site within 4 hours, 7 days a week, 24 hours a day.

Part Number: WUPC

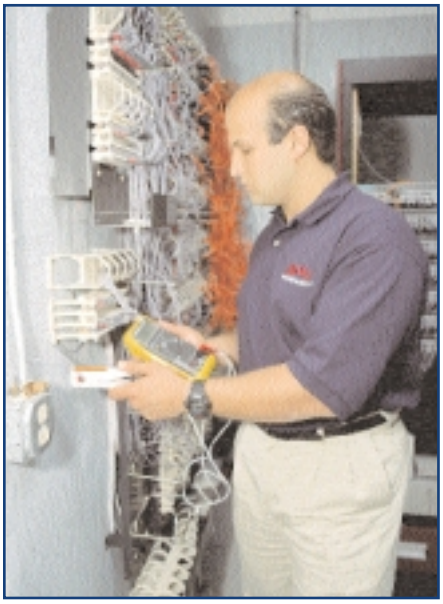
Available for Silcon UPS 3-phase systems only! Not available in all locations. Please consult www.apcc.com/support *for coverage in your area.*



PowerAudit® - *North America only*

The PowerAudit® Service is a power quality analysis focused on examining the electrical infrastructure of your building. This service is designed to increase the overall availability of your computing system. APC's PowerAudit Service is performed by APC Certified Personnel. During a PowerAudit, APC will:

- Inspect the building service entrance for grounding and bonding.
- Measure service entrance load current & ground current (if any).
- Inspect transformer grounding and bonding.
- Measure transformer voltage THD, temperature and ground current.
- Measure individual transformer phase loads for harmonic content.
- Inspect distribution panel and subpanel grounding and bonding.
- Measure distribution panel load current.
- Inspect type of branch circuit conductors between panel and receptacles.
- Measure individual branch circuits with respect to voltage and current.
- Inspect network topology and cabling for ground fault and ground loop potential.
- Measure power requirements of equipment to ensure that battery backup is sized properly.
- Determine system susceptibility to such sources as phone/modem lines or external satellite dish connections where AC power quality is only part of the problem.



Benefits to Customer:

- Deliverable report to file for reference.
- Increases availability of the electrical infrastructure supporting networking environments.
- Assurance that site is compliant with NEC, IEEE and TIA/EIA standards.

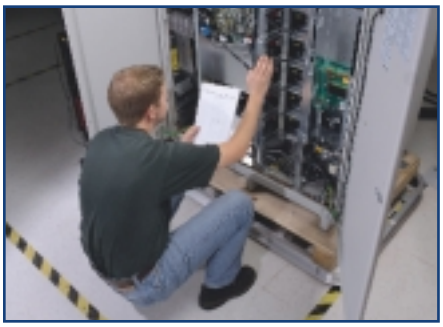
Important Points:

- Service pricing is variable based on the size of the site being audited (see chart below).
- A faxed summary will be provided within 48 hours.
- Full, bound deliverable report will be provided within two weeks.
- Allow for a two week lead time in service scheduling.

Types of PowerAudit®	Description	APC Part Number
PowerAudit® for a General Office Environment	0 - 75,000 square feet	WPAEP-S1
PowerAudit® for a General Office Environment	75,001 - 150,000 square feet	WPAEP-S2
PowerAudit® for a General Office Environment	150,001 - 225,000 square feet	WPAEP-S3
PowerAudit® for a Computer Room or Data Center	0 - 7,500 square feet	WPARX-S1
PowerAudit® for a Computer Room or Data Center	7,501 - 15,000 square feet	WPARX-S2
PowerAudit® for a Computer Room or Data Center	15,001 - 22,500 square feet	WPARX-S3

PowerAudit® Yearly Review – *North America only*

APC will perform a yearly re-inspection of the site with an emphasis on ensuring the customer still has the required capacity with their UPS system and that any changes to the site are documented. This re-inspection will include an examination of any changes in the infrastructure from the previous year.



Benefits to Customer:

- APC consultants can provide an a power expansion plan for the customer.
- Deliverable report to file for reference.
- Increases availability of the electrical infrastructure supporting networking environments.
- Assurance that site is compliant with NEC, IEEE and TIA/EIA standards.

Important Points:

- Service is part of Enterprise Power Reliability program.
- Part Number: WPAYR

Installation Consulting Services

APC will provide guidance as to how to physically connect the 3-phase UPS to the mains. The actual electrical connection will be accomplished by a customer designated electrician or an APC referred electrical contractor. In either case, APC Authorized Personnel will be on-site to oversee the installation of the product. APC will:

- Meet with customer to understand UPS environment requirements.
- Evaluate accessibility for delivery of UPS:
  - Sizing requirement for entryways/hallways
  - Suitable delivery path
  - Acceptable floor loading (rolling)
- Evaluate suitability of UPS environment:
  - Air conditioning consumption
  - Pacing requirements
  - UPS electrical configuration
  - Acceptable floor loading (stationary)
- Meet with installing electrician to review electrical installation requirements.

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Assurance of proper installation.
- Ease of installation.

Important Points:

- Customer designated electrician or an APC referred electrical contractor will accomplish the actual electrical connections.
- Customer supplies electrical equipment up to the connection point of the UPS.
- Customer may choose in-house electricians, their own contractor or an APC designated contractor.
- Allow for a two week lead time in scheduling.
- APC is not responsible for wiring before and after UPS.
- APC will be present during the installation, if requested.
- Service is part of Premium and Enterprise Power Reliability programs.
- Part Number: WICS

Preventative Maintenance Visit

APC will perform a once a year visual and electronic inspection of the UPS system to ensure that the system is performing to all technical and environmental specifications. In addition to these inspections, APC will ensure that the UPS system is operating within all safety parameters. This service includes:

- UPS environment is within specified operating conditions.
- Verify proper airflow of fans.
- Check UPS event log of any alarms and record log.
- Check all power terminals of UPS under load.
- Check all remaining terminations not previously checked.
- Spot-check terminal temperature of internal or external batteries.
- Verify actual voltage and current to the UPS display.
- Perform discharge test.
- Verify proper transfer to battery operation.
- Test internal static bypass.
- Clean all dust and debris from UPS.
- Inspect the capacitor banks for damage (if applicable).
- Check inside the UPS that all control wires and power wires are properly seated and undamaged.
- Physically torque all power connections inside UPS system.

Benefits to Customer:

- Maximize uptime through preventative maintenance.
- Includes proactive parts replacement in years 3 to 5.
- Optimize lifetime of the product.
- Security against unplanned outage of critical systems.
- Full status of all on-site activities delivered to customer.

Important Points:

- This service is provided as part of the Power Reliability Packages as well as the Annual Maintenance Program.
- If additional Preventative Maintenance Visits (PMV) are required in one years time, then this service may be ordered as an upgrade to the Power Reliability Packages as well as the Annual Maintenance Program. Order one PMV for each additional visit required in the one year contract.
- Allow for a two week lead time in service scheduling.
- Part Number to order as upgrade to service package: WPMV-T_ (See chart on the back of this booklet for proper sizing)

Site Positioning Service

APC's Site Positioning Service helps manage the entire physical delivery of your UPS or Power Array™ from factory to data-center. Whether your computing environment is in the basement or on the top floor of a high-rise, APC will ensure that your Power Array™ or UPS system arrives intact, with minimal disruption to your routine work environment. APC Authorized Personnel will be on-site to oversee the positioning of the product.

- Transportation to the site.
- Unloading from truck.
- Removal of packing material.
- Transportation from truck to final point of installation.
- APC Authorized Personnel on-site to manage the delivery of system

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Assurance of proper positioning of unit in its environment.
- Peace of mind that UPS has been safely positioned and is ready for installation.

Important Points:

- Limited to "easy access" areas - otherwise additional costs apply.
- Service is part of Premium and Enterprise Power Reliability programs.
- Part Number: WSPS

Network Integration Service – *North America only*

APC Integration Services is a product offered to ease the integration between APC products and customer systems. Under this service, APC will perform on-site installation and integration of APC software and accessories. This service is limited to currently manufactured APC products. APC is responsible for the product preparation, installation, integration, and verification of equipment. Under this service APC will:

- Unpack, inventory, and attach all APC required cables.
- Label UPS and APC accessories per customer request.
- Mount all rack mountable APC products.
- Install APC accessories.
- Install APC software on applicable systems.
- Configure APC software per customer request.
- Insert customer IP address and network settings on applicable APC products.
- Configure accessories per customer request.
- Change accessory and software passwords per customer request.
- Dress all APC and network cabling (attached to APC products).
- Perform Power-On self test.
- Validate UPS and accessory operation.
- Ping APC networked products.
- Perform functional test per customer request (scheduled down time required).

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Ease of installation of APC software and accessories.
- Minimum of hassle and surprises.
- Peace of mind for the customer about the security of the UPS management system.

Important Points:

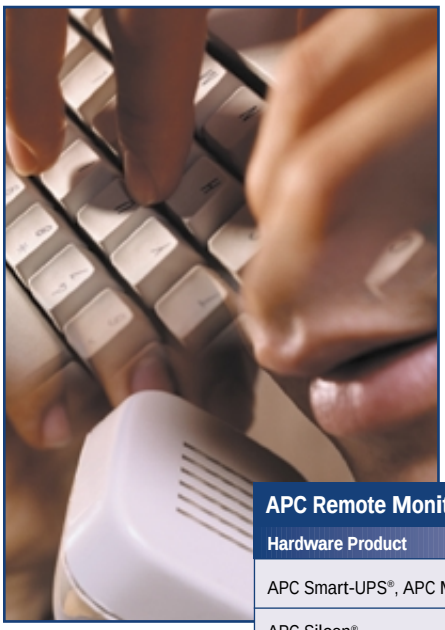
- Customer must provide required access to network systems (or provide a representative who has access).
- Customer must include access to systems for software installation, access to network connections, and access to UPS devices.
- Customer must provide APC with information on non-standard applications installed on workstations/servers.
- Customer must provide raceway or routing path for APC and network cabling.
- Customer must complete the APC On-Site Authorization form on page 23 or on line at *www.apcc.com/support.*
- Part Number: WITG

Remote Monitoring Service – *North America only*

APC's Remote Monitoring Service is an outsourced remote monitoring solution that proactively monitors UPSs and the surrounding environment 7 x 24 to enhance high availability in networking and facilities environments.

With the increasing demand for up-time and high availability of mission critical applications, APC offers a remote monitoring service to deliver valuable UPS site information to system managers. Each installation combines the Legendary Reliability™ of APC power protection systems with the expertise of APC power professionals. System managers will have the comfort in knowing that their systems will be power protected while under the watchful eye of APC.

With the ability to uniquely profile each customer, APC is able to spontaneously react during UPS events in the same manner that your systems personnel would. APC will establish communication parameters and response methodologies with your staff to monitor for and notify you should unfavorable events occur. This service package can easily be added to existing service entitlements or included with new service agreements.



Benefits to Customer:

- Customer resources freed to concentrate on core business focuses.
- Immediate notification of events via phone, paging and/or e-mail.
- Immediate response, coupled with an APC service contract ensures that our field service arrives at the site with the right equipment and knowledge to service the UPS right the first time.
- Alarms are summarized in monthly reports, and distributed to the customer.
- APC monitors the ambient room temperature and humidity where the UPS is located.
- Each event response is defined by the customer and tailored to meet their needs.
- Offers up to four contact sensors to remotely monitor other critical systems.

APC Remote Monitoring Service

Hardware Product	Description	APC Part #
APC Smart-UPS®, APC Matrix-UPS™ and APC Symmetra®	Monitoring equipment, installation, and initial year service contract	WRMS
APC Silcon®	Monitoring equipment, installation, and initial year service contract	WRMSSP
Renewal Contracts	Annual renewal of Remote Monitoring Contract	WMTR

UPS Disposal / Removal

APC will arrange for removal of a customer's existing UPS system from their location in preparation for arrival of a new APC UPS.

Contact APC Global Services or visit *www.apcc.com/support* for more information.

Part Number: WRMVL

Fill in this Service Registration form and return it today!

Customer Information

Company Name: .....

Contact Name: .....

Address: .....

.....

City: .....

State/Province: .....

Zip Code: ..... Country: .....

Phone: ..... Fax: .....

Date: .....

Product Information

APC Model: .....

Serial Number: .....

APC Model: .....

Serial Number: .....

APC Model: .....

Serial Number: .....

APC Model: .....

Serial Number: .....

APC Model: .....

Serial Number: .....

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APC Model: .....

Serial Number: .....

If Symmetra, please list all SYPM, SYMIM, SYRIM and SYBATT serial numbers.
If Matrix, please list all Matrix IU, EU, PE and SMARTCELL serial numbers.

Service Programs

Single-phase & Power Array™ Service Products

- ❑ Start-UP Service for Symmetra® Power Array™ UPS systems
- ❑ 1-Year Extension PowerPlan Warranty
- ❑ 1-Year Extension On-Site Support Service
- ❑ 1-Year Extension Quick Start Plan
- ❑ 3-Year Extension PowerPlan Warranty
- ❑ 3-Year Extension On-Site Support Service
- ❑ 3-Year Extension Quick Start Plan

3-Phase Service Products

- ❑ Start-UP Service for 3-Phase UPS systems
- ❑ Essential Power Reliability Package
- ❑ Premium Power Reliability Package
- ❑ Enterprise Power Reliability Package
- ❑ Annual Maintenance Program
- ❑ Battery Installation Service
- ❑ Battery Maintenance Program

Professional Services

- ❑ PowerAudit®
- ❑ Remote Monitoring Service
- ❑ Network Integration Service

Payments

For Credit Card Orders

Cardholder Name: .....

❑ Visa ❑ MasterCard ❑ American Express

Expiration Date: ..... Date: .....

Card Number: .....

Signature: .....

For APC Account Holders

P.O. Number: .....

Sales Order Number: .....

Account Number: .....

For Check Orders

Amount Enclosed: $ .....

(Make checks payable to: American Power Conversion.)

Send Payment and Form To: American Power Conversion
Attn: APC Service Administration
132 Fairgrounds Road,
West Kingston, RI 02892

or Fax To: Attn: APC Service Entitlements Team
(401) 788-2650

Product Type Identification Table

Pick the correct T-LEVEL and/or S-LEVEL for the product you are configuring.

	T1	T2	T3	T4	T5
Back-UPS®	BK200, BK300, BK500M, BK650M BP280S, BP420S, BP650S, BP350U, BP500U BF250, BF400 LR600	BP100, BP1400 LR1250	-	-	-
Smart-UPS®	SU420NET, SU620NET PS250,PS450	SU700NET, SU700RM2U, SU700US SU1000NET, SU1000US	SU700XLNET, SU1000XLNET, SU1000RM2U SU1400NET SU24XLBP, SU48XLBP, SU48BP	SU1400XLTNET, SU1400RMXLNET, SU1400RMXLTNET SU2200NET, SU2200RM3U, SU2200XLNET, SU2200RMXLTNET NS2200RM3U SU3000NET, SU3000RM3U, SU3000RMNET, SU3000TNET, SU3000RMT3U NS3000RM3U, NS3000RMT3U SU48RMXLBP	SU5000T, SU5000RMT5U
Matrix-UPS®	-	-	SMARTCELL	MX3000	MX5000 SMARTCELLXR
Symmetra®	SYMBATT, SYMIM, SYRIM	-	-	SYMP	SYXR4, SYXR12, SYXR12-BM, SYXRBC1
Silcon®	-	-	-	32x (0-90Ah) external batteries	32x (91-129Ah) external batteries

	T6	T7	T8	T9	T10	T11	T12
Smart-UPS®	SUDP4000, SUDP6000	SUDP8000, SUDP10000	-	-	-	-	-
Matrix-UPS®	MX3000XR, MX5000XR	-	-	-	-	-	-
Symmetra®	SY4EX, SY4KEX-PD SY8K, SY8K-PD SYXRBC2	SY8KEX, SY8KEX,-PD, SY12KEX, SY12KEX-PD, SY16K, SY16K-PD SYXRBC3	-	-	-	-	-
Silcon®	32X (130-189AH) external batteries	DP310E, DP315E, DP320E 64x (0-90Ah) external batteries	DP330E, DP340E 64x (91-129Ah) external batteries	DP360E, DP380E 64x (130-189Ah) external batteries	DP3120E, DP160E	DP3240E, DP3320E	DP3480E, DP3500E

	S1	S2	S3
PowerAudit®	Office Environment (0 - 75,000 sq. feet) Computer Room or Datacenter (0 - 7,500 sq. feet)	Office Environment (75,001 - 150,000 sq. feet) Computer Room or Datacenter (7,501 - 15,000 sq. feet)	Office Environment (150,001 - 225,000 sq. feet) Computer Room or Datacenter (150,001 - 22,500 sq. feet)

APC's quality system is certified by ISO 9002 standards

For more information call:
Tel: 800 800 4APC - US & Canada
Tel: 401 789 0204 - World wide

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Call: +61 2 9955 9366
Fax: +61 2 9955 2844

Visit: *www.apcc.com*
E-mail: apcinfo@apcc.com
Web Support: support.apcc.com
PowerFax™: 800-347-FAXX

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